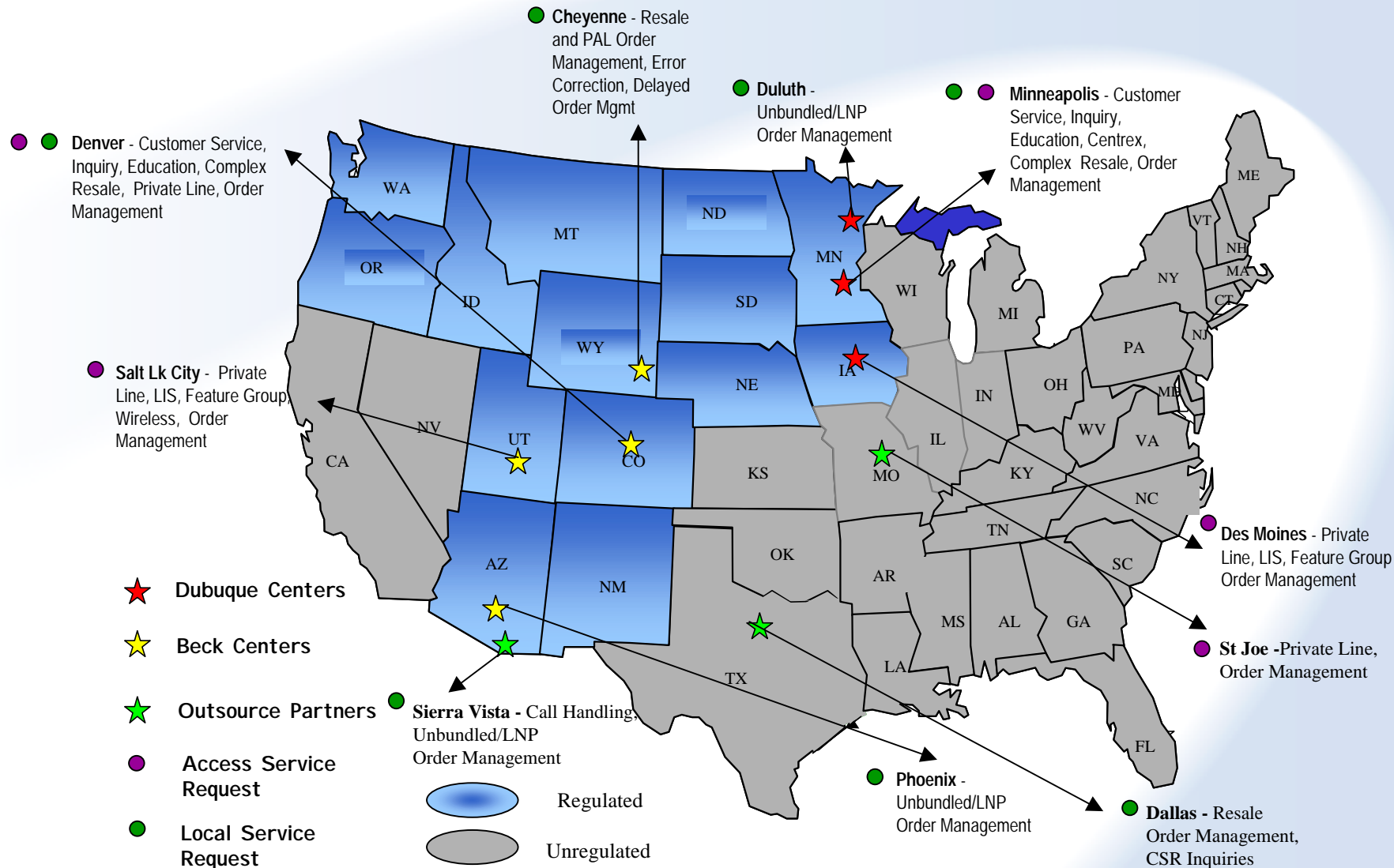




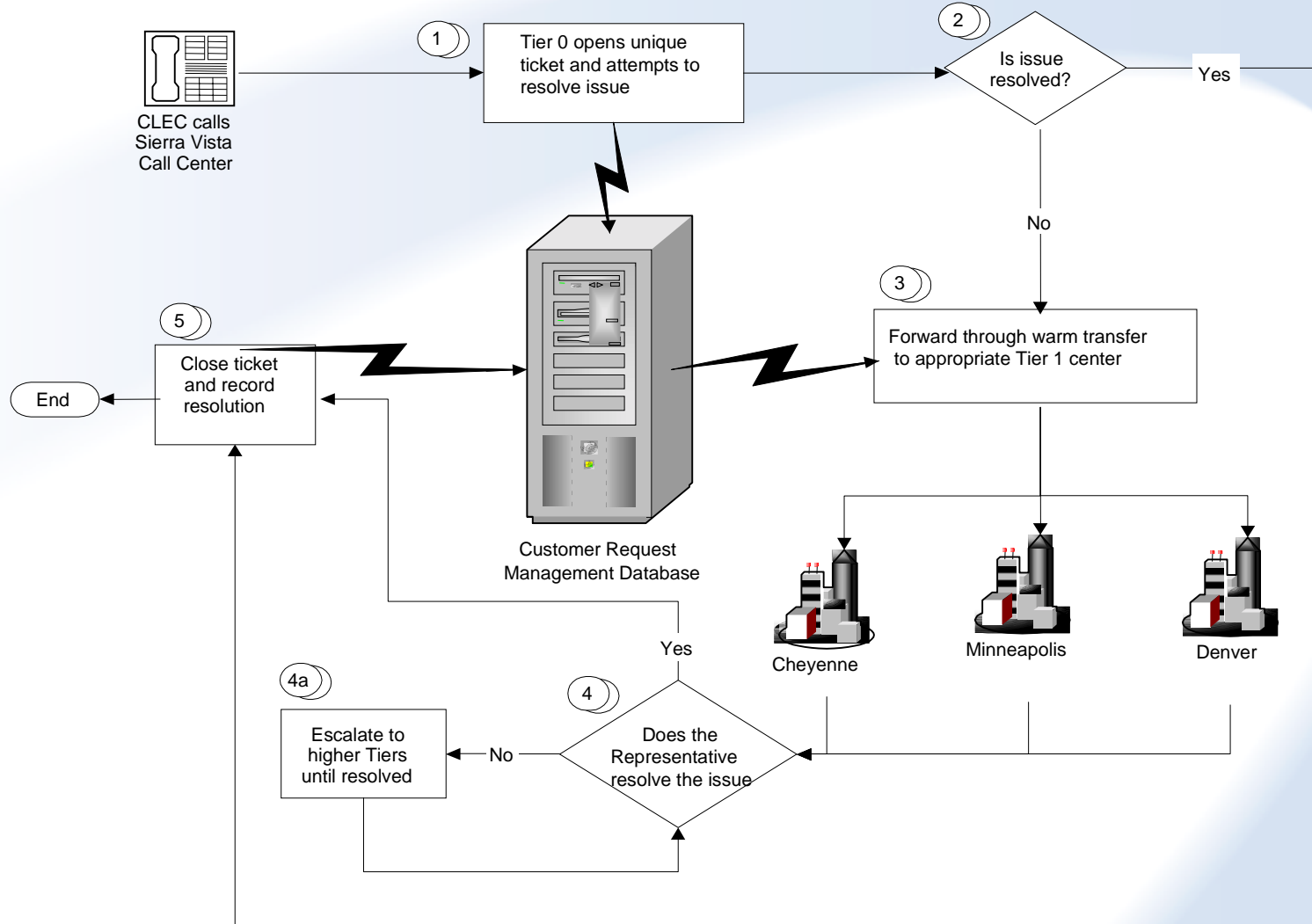
# Center Operations Overview

**[Mark Coyne  
Terry Simmons]**

# Wholesale Customer Service Centers



# Customer Service Inquiry Process



# CALL HANDLING

- The hours of operation are 6 a.m. to 8 p.m. Monday through Friday and 7 a.m. to 6 p.m. on Saturday for all call handling centers.
- The Sierra Vista Call Center employs 70 service center call handling representatives. Incoming calls from CLECs are handled for Resale, LNP, PAL, Complex Services, Loop Services, and Administration Lines.
- This is the CLEC initial point of contact or Tier 0. Incoming calls are answered within the first 20 seconds of origination.
- In March over 30,500 requests for assistance were received. Each inquiry results in a customer request management database ticket being initiated. Examples of inquiries include order status, account verification, IMA functionality, order resolution, resend of FOCs (Firm Order Confirmation), due date changes, and expedites.
- March data indicates 58% of customer request management database tickets were resolved at tier 0, Sierra Vista Call Center.

# CALL HANDLING

- The Customer Service Inquiry and Education Centers employ 108 Service Delivery Coordinators (SDC).
- The SDCs are considered Tier 1 points of contact. The Customer Service Inquiry and Education Centers handle all CLEC requests for warm transfer or work queue ticket. The SDCs have responsibility for resolution of the CLEC issue within established timeframes.
- The management staff as well as selected SDCs are considered the Tier 2 support staff. Tier 2 support has responsibility for escalations, performing trend analysis, monitoring reports to ensure tickets are resolved within the required time frame, etc.
- In March the Customer Service Inquiry and Education Centers resolved over 12,800 tickets.

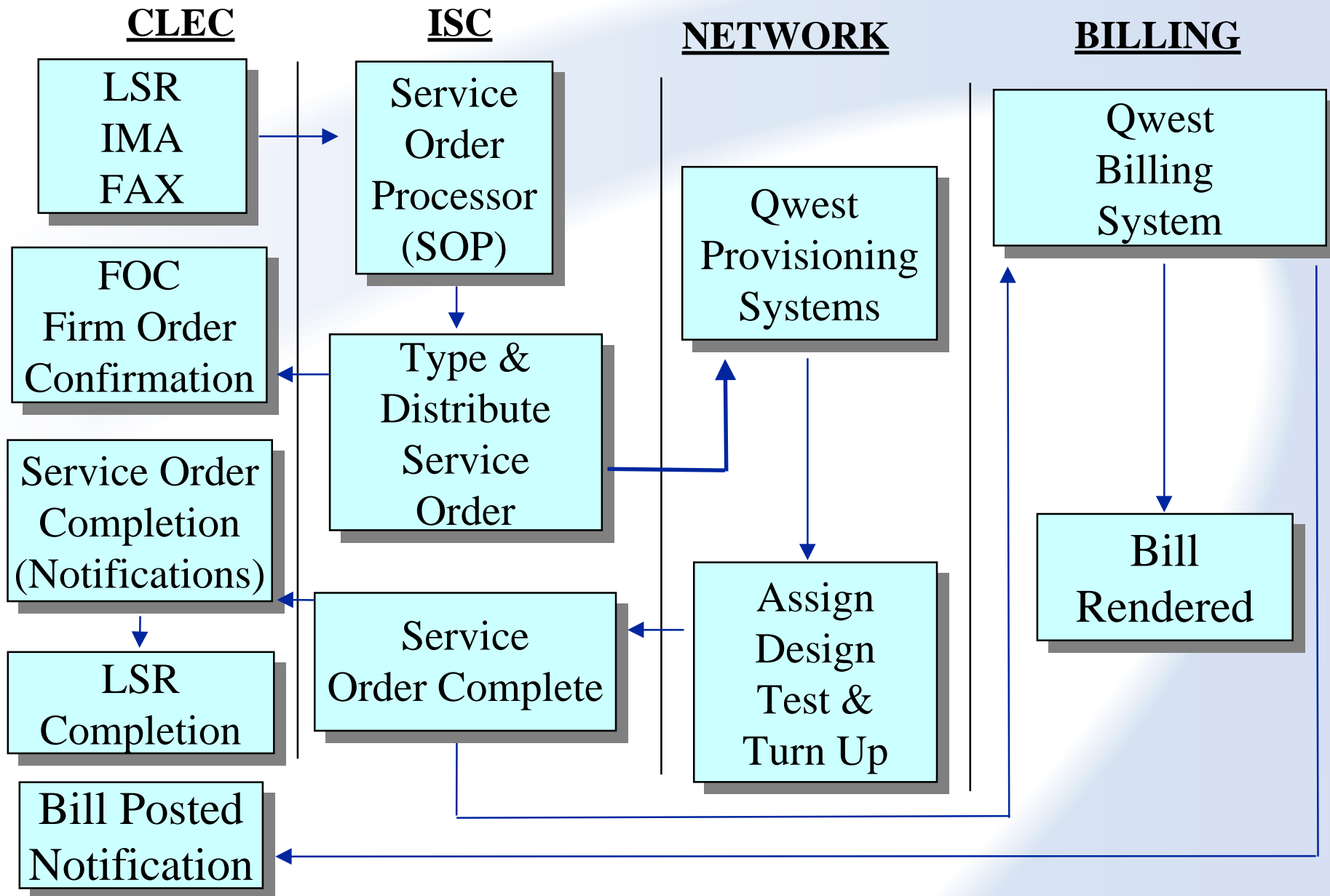
# CALL HANDLING

- Ticket sampling using a twelve-point checklist was implemented in October 2001 as a quality initiative. October results of 84% quality were used as the baseline for this initiative. March ticket sampling results show 93% quality achieved.
- The Sierra Vista Management Team participates on weekly conference calls with Denver and Minneapolis. Discussions include MCCs generated by process, procedural investigations, trend analysis, call monitoring and knowledge sharing.
- By comparison ticket volumes have decreased from over 50K in early 2001 to 30,500 in March 2002. This decrease along with increased order volumes indicates improved customer handling and CLEC education.

# Call Handling Quality Initiatives

Quality Initiative Implemented	Timeframe	Result
CLEC training to improve flow through errors	May 2001	Number of CLEC errors reduced allowing for improved IMA Flow Through
OM (Office Manager) position established in Denver Customer Service Inquiry and Education Centers.	September 2001	Improvement identified in effectiveness of scheduling and access levels.
Implementation of ticket sampling for both the CSIE and the Call Center.	October 2001	Twelve-point checklist developed for ticket sampling. Results currently indicate 93% quality.
Implementation of call monitoring within the CSIE and Call Center.	October 2001	Improved quality in customer service, ensuring accurate information is provided to the CLECs and CLEC inquiries are met on time. Tickets closed on time indicated 90% quality.
Standard process and service order quality checklist for review of complex service orders.	January 2002	By reducing service order errors quality objectives are met.

# Service Order Flow





# COMPLEX SERVICES TYPING

- Complex Services Typing teams have responsibility for creating service orders for provisioning as well as timely notifications to CLECs.
- Daily quality calls between both centers have occurred since October 2001. Service order omissions, potential errors, process gaps and general product rules are discussed with Qwest personnel including process support, product support and center support.
- Service order quality processes are in place including coverage of Multi Channel Communicators (MCCs), buddy systems for beginning and intermediate typists, service order checklists, and individual/group feedback.
- Trend analysis has been conducted consistently on service order errors. Corrective action is taken to improve service order quality.